



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

July 24, 2023

The Honorable Maria Cantwell
Chairwoman
Committee on Commerce, Science, and Transportation
United States Senate
428 Dirksen Senate Office Building
Washington, DC 20510

Dear Madam Chair:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

I appreciate the recommendations GAO provided in the Report and am pleased to inform you that the Commission has undertaken an aggressive and robust corrective plan to address and resolve each of GAO’s nine recommendations. This corrective action plan is detailed in the December 23, 2022, response to the GAO draft report. The Commission’s strategy involves multiple tasks for recommendations 1 to 3 and individual tasks for recommendations 4 to 9, totaling 27 separate tasks to enhance the ACP’s performance goals and measures, consumer outreach, and fraud risk management.

In less than six months since the Report’s release, corrective action tasks addressing recommendations, 4, 5, 6, 7, and 8, have been implemented, and Commission staff continue efforts to obtain close-out approval from GAO on each. Actions completed include development of new policies and procedures on fraud risk management, development of an anti-fraud strategy aligned with GAO’s best practices, establishment of a governance body for fraud risk management, and strengthened internal controls to prevent ACP duplicate identification and prevention, subscriber identity verification, and subscriber address validation. Ongoing efforts continue to resolve GAO’s Recommendation 1, which include surveys, metrics, and outreach efforts to track ACP progress in reducing the digital divide, increasing program participation, and measure application difficulty. In addition, a multi-faceted translation plan designed to promote the ACP in 12 languages is underway to address Recommendation 2. Concerning Recommendation 3, innovative outreach efforts continue to make progress in educating consumers about ACP that aligns with leading practices for consumer outreach planning. Finally, in response to Recommendation 9, analytic efforts continue to progress with the objective of improving the ACP’s fraud risk management design.

To date, the Commission’s plan has resulted in completion of 55 percent of the GAO Recommendations with the goal to close out all recommendations before the end of 2023. I hope the above information helps. I would be happy to answer any further questions and provide you with updates in the future.

Sincerely,

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Jessica Rosenworcel

cc: The Honorable Roger F. Wicker
The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

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July 24, 2023

The Honorable Ted Cruz
Ranking Member
Committee on Commerce, Science, and Transportation
United States Senate
512 Hart Senate Office Building
Washington, DC 20510

Dear Ranking Member Cruz:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

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The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
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July 24, 2023

The Honorable Cathy McMorris Rodgers
Chair
Committee on Energy and Commerce
U.S. House of Representatives
2125 Rayburn House Office Building
Washington, DC 20515

Dear Madam Chair:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

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The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
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July 24, 2023

The Honorable Frank Pallone
Ranking Member
Committee on Energy and Commerce
U.S. House of Representatives
2322 Rayburn House Office Building
Washington, DC 20515

Dear Ranking Member Pallone:

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The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
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July 24, 2023

The Honorable Gary Peters
Chairman
Committee on Homeland Security and Governmental Affairs
United States Senate
340 Dirksen Senate Office Building
Washington, DC 20510

Dear Chairman Peters:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

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July 24, 2023

The Honorable Rand Paul
Ranking Member
Committee on Homeland Security and Governmental Affairs
United States Senate
442 Hart Senate Office Building
Washington, DC 20510

Dear Ranking Member Paul:

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July 24, 2023

The Honorable James R. Comer
Chairman
Committee on Oversight and Accountability
U.S. House of Representatives
2157 Rayburn House Office Building
Washington, DC 20515

Dear Chairman Comer:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

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The Honorable John Thune



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July 24, 2023

The Honorable Jamie Raskin
Ranking Member
Committee on Oversight and Accountability
U.S. House of Representatives
2471 Rayburn House Office Building
Washington, DC 20515

Dear Ranking Member Raskin:

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cc: The Honorable Roger F. Wicker
The Honorable John Thune



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July 24, 2023

The Honorable Steve Womack
Chairman
Subcommittee on Financial Services and General Government
Committee on Appropriations
U.S. House of Representatives
2000 Rayburn House Office Building (G Floor)
Washington, DC 20515

Dear Chairman Womack:

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In less than six months since the Report’s release, corrective action tasks addressing recommendations, 4, 5, 6, 7, and 8, have been implemented, and Commission staff continue efforts to obtain close-out approval from GAO on each. Actions completed include development of new policies and procedures on fraud risk management, development of an anti-fraud strategy aligned with GAO’s best practices, establishment of a governance body for fraud risk management, and strengthened internal controls to prevent ACP duplicate identification and prevention, subscriber identity verification, and subscriber address validation. Ongoing efforts continue to resolve GAO’s Recommendation 1, which include surveys, metrics, and outreach efforts to track ACP progress in reducing the digital divide, increasing program participation, and measure application difficulty. In addition, a multi-faceted translation plan designed to promote the ACP in 12 languages is underway to address Recommendation 2. Concerning Recommendation 3, innovative outreach efforts continue to make progress in educating consumers about ACP that aligns with leading practices for consumer outreach planning. Finally, in response to Recommendation 9, analytic efforts continue to progress with the objective of improving the ACP’s fraud risk management design.

To date, the Commission’s plan has resulted in completion of 55 percent of the GAO Recommendations with the goal to close out all recommendations before the end of 2023. I hope the above information helps. I would be happy to answer any further questions and provide you with updates in the future.

Sincerely,



Jessica Rosenworcel

cc: The Honorable Roger F. Wicker
The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

July 24, 2023

The Honorable Steny H. Hoyer
Ranking Member
Subcommittee on Financial Services and General Government
U.S. House of Representatives
Committee on Appropriations
1036 Longworth Office Building
Washington, DC 20515

Dear Ranking Member Hoyer:

In January 2023, the Government Accountability Office (GAO) publicly released a report titled “Affordable Broadband, FCC Could Improve Performance Goals and Measures, Consumer Outreach, and Fraud Risk Management.” (Report). In the Report, GAO makes nine recommendations to assist the Federal Communications Commission (FCC or Commission) enhance the Affordable Connectivity Program’s (ACP) performance goals and measures, language translation process, consumer outreach plan, and various processes for managing fraud risk. Specifically, GAO recommended the Commission: (1) ensure that ACP performance goals and measures align with key attributes of effective performance goals and measures (Recommendation 1); (2) revise the language translation process for developing ACP non-English outreach materials (Recommendation 2); (3) develop a consumer outreach plan to educate eligible consumers about ACP that aligns with leading practices for consumer outreach planning (Recommendation 3); (4) develop and implement a process, with clearly defined responsibilities and sources of information on fraud risks, for conducting fraud risk assessments for ACP at regular intervals and when there are changes to the program or operating environment (Recommendation 4); (5) develop and implement an antifraud strategy for ACP that aligns with leading practices in the GAO Fraud Risk Framework (Recommendation 5); (6) develop processes to monitor antifraud controls related to preventing duplicate subscribers in ACP (Recommendation 6); (7) develop processes to monitor antifraud controls related to subscriber identity verification in ACP (Recommendation 7); (8) develop processes to monitor antifraud controls related to subscriber address validation in ACP (Recommendation 8); and (9) use information obtained from monitoring processes to improve the design and implementation of FCC’s fraud risk management activities in ACP (Recommendation 9).

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The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

July 24, 2023

The Honorable Chris Van Hollen
Chairman
Subcommittee on Financial Services and General Government
Committee on Appropriations
United States Senate
S-128 The Capital Building
Washington, DC 20510

Dear Chairman Van Hollen:

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The Honorable John Thune



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

July 24, 2023

The Honorable Bill Hagerty
Ranking Member
Subcommittee on Financial Services and General Government
Committee on Appropriations
United States Senate
125 Hart Senate Office Building
Washington, DC 20510

Dear Ranking Member Hagerty:

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